

FIG. 1

FIG. 2A

200

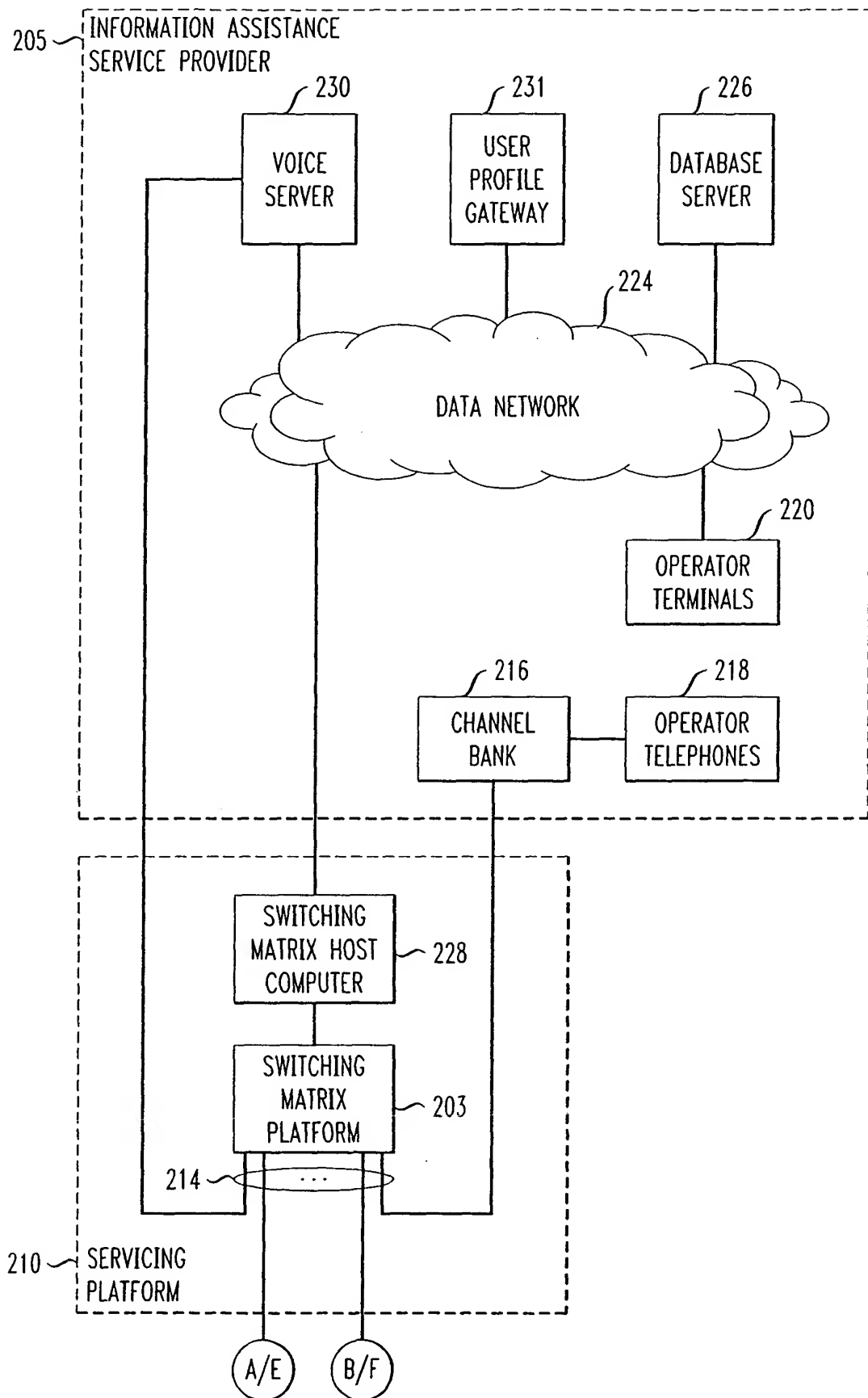


FIG. 2B

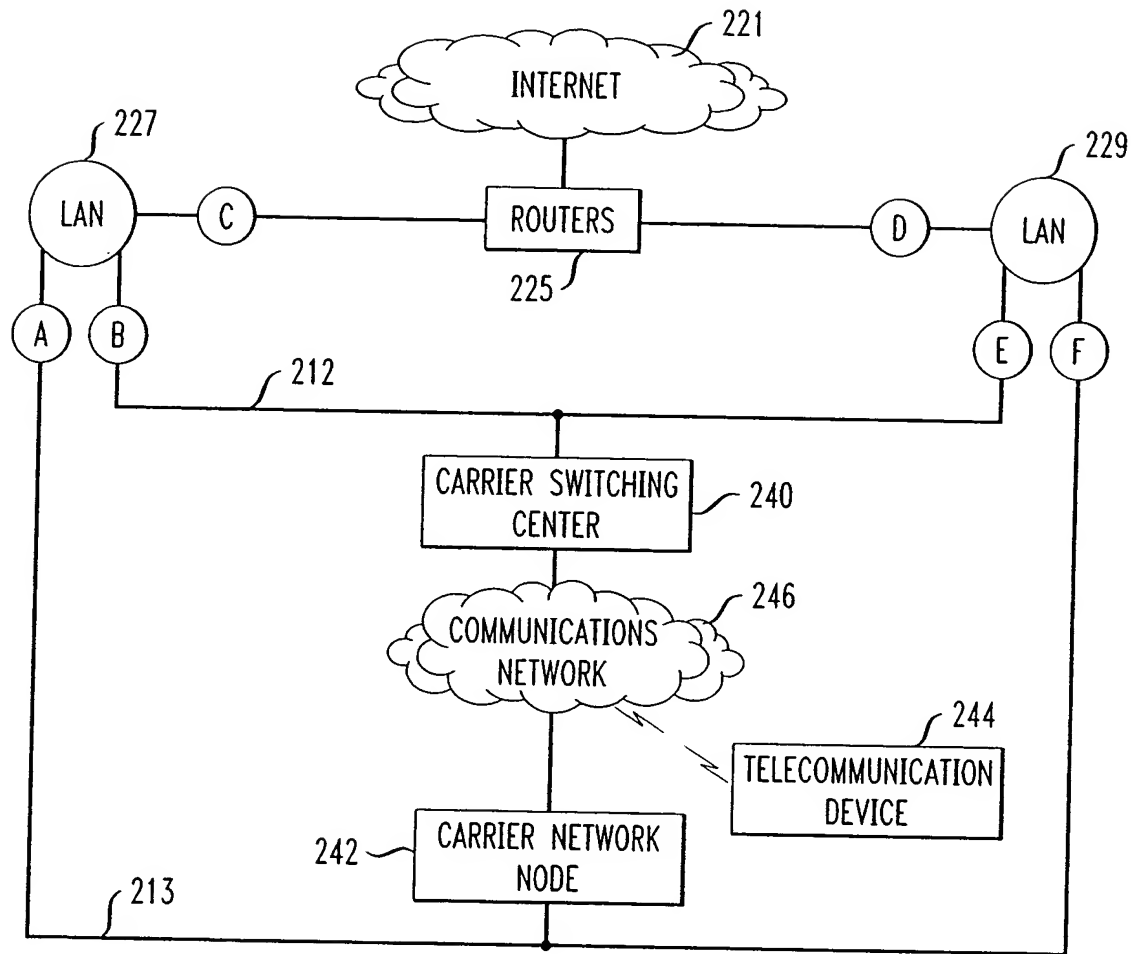


FIG. 3

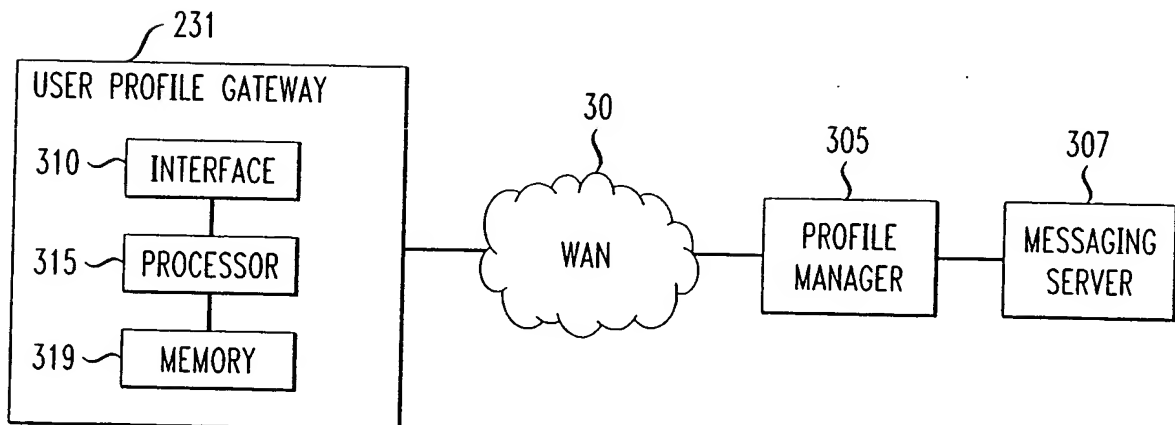


FIG. 4

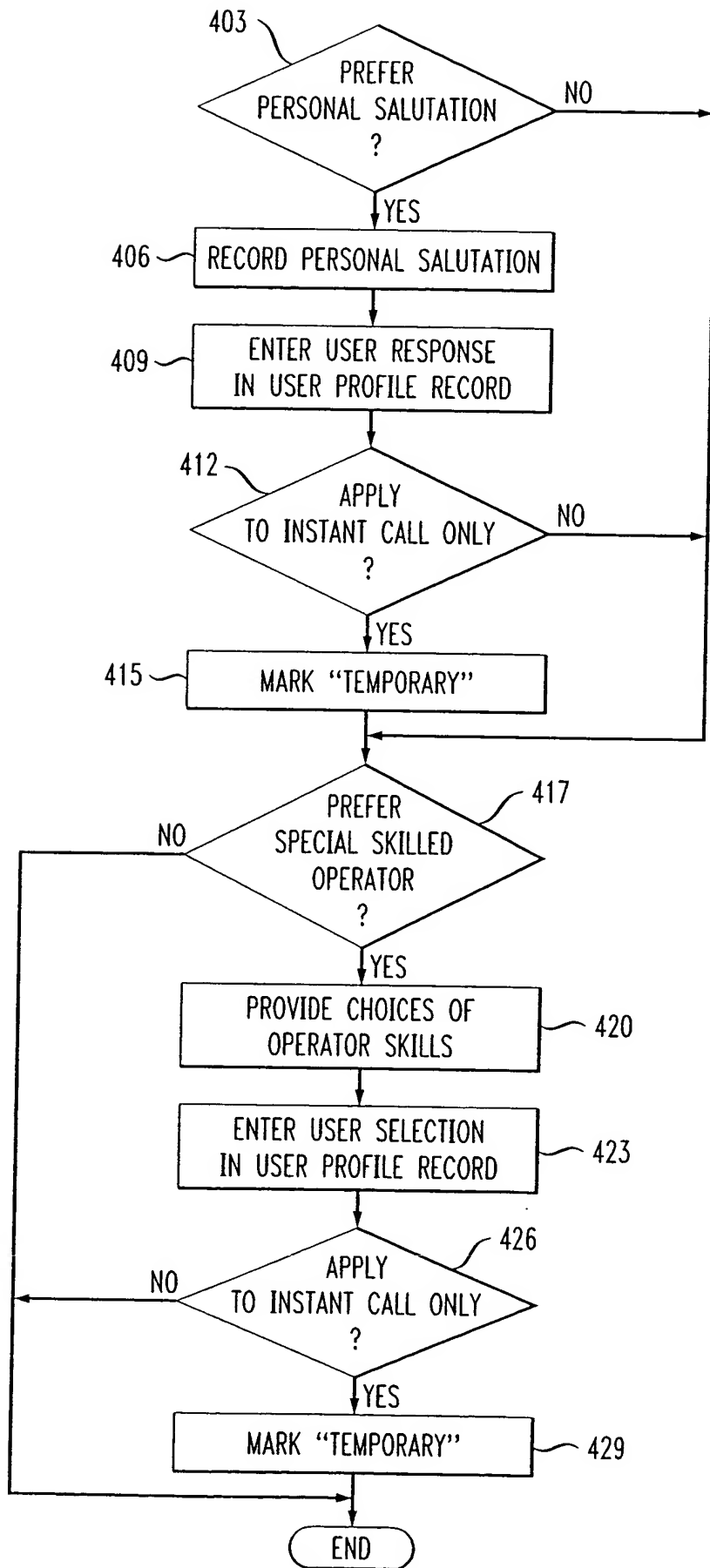


FIG. 5

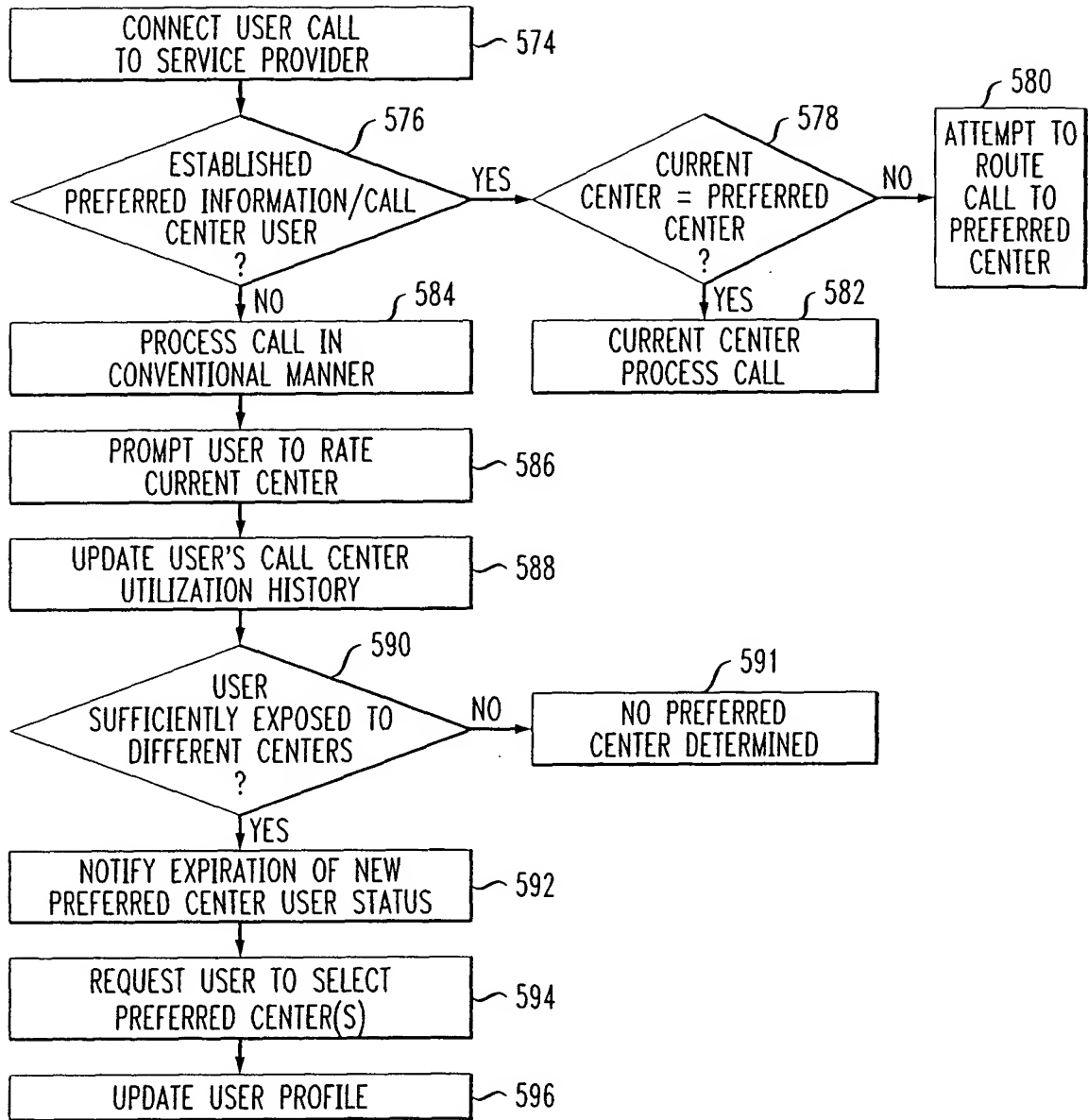


FIG. 6

INFORMATION/CALL CENTER	NUMBER OF CALLS	AVERAGE RATING
NY1011	2	0
NY1023	10	8.5
⋮	⋮	⋮

FIG. 7

500

CALL HANDLING PREFERENCES

- 514 — DR. SMITH ☐ TEMPORARY  
 516 — SPANISH ☐ TEMPORARY  
 518 — INFORMATION/CALL CENTER NY1023

SERVICE PREFERENCES

- 512 — ☒ PERSONALIZED INFORMATION  
 MANAGEMENT SERVICE  
 520 — ☐ CALLER-ID SERVICE  
 522 — ☒ PREFERRED INFORMATION/CALL CENTER

PERSONAL INTERESTS — 540

MUSIC: BEATLES, ROLLING STONES, ...  
 FASHION: VERSACE, DONNA KAREN, ...  
 SPORTS  
 EVENTS: KNICKS BASKETBALL GAMES,  
 PGA GOLF TOURNAMENTS, ...

INFORMATION DELIVERY METHOD PREFERENCES — 550

VOICE MAIL 555-432-1012  
 WAP SITE WAP411.COM/USR  
 E-MAIL usr@aol.com — 537

DICTIONARY — 560

CUSTOMIZED COMMAND	MENU COMMAND
"0" KEY	"*" KEY
"NUMBER PLEASE"	"#" KEY
⋮	⋮

TEMPORARY SERVICE DISABLEMENT PERIODS — 567

MON-FRI 9:00AM-5:00PM

- 569 — ☒ MY APPOINTMENTS

530 — DEVICE DATA

WIRELESS TELEPHONE: SMS  
 COMPLEX GRAPHICS

SECURITY

CONCIERGE-TYPE SERVICE: SECURITY CODE(S)  
 ⋮ 535

FIG. 8

LOGIN

PHONE NUMBER  
OR USERNAME

PASSWORD

FIG. 9

CONTACTS

▼

APPOINTMENTS

Folder Name	Owner
Company Calendar	Joe Smith
Company Contacts	Joe Smith
My Appointments	USER
My Contacts	USER

View Appointments

View Contacts

Edit Appointments

Delete

Subscribers

Edit Appointments

Delete

Subscribers

Edit Contacts

Delete

Subscribers

FIG. 10

712

NAME	HOME	BUSINESS	MOBILE	705	707
BOB	709-166-5555	555-444-3333	709-123-4567	MORE	EDIT
MARY LAMB	709-133-2977	555-222-7777	709-890-1234	MORE	EDIT
BAT MAN	555-666-0000	646-111-0000	646-555-6789	MORE	EDIT
:	:	:	:		
:	:	:	:		
:	:	:	:		

FIG. 11

FIRST NAME	MIDDLE NAME	LAST NAME
BOB		
COMPANY NAME	ABC CORPORATION	ADDRESS
DEPARTMENT	SALES	CITY
TITLE	MANAGER	STATE
HOME	709 166 5555	PRIVATE <input checked="" type="checkbox"/> 807
WIRELESS	709 123 4567	PRIVATE <input type="checkbox"/> 809
BUSINESS	555 444 3333	PRIVATE <input type="checkbox"/>
FACSIMILE		PRIVATE <input type="checkbox"/>
EMAIL		PRIVATE <input type="checkbox"/>
PAGER		PRIVATE <input type="checkbox"/>
:	:	
:	:	
:	:	
		SAVE CANCEL



FIG. 12

912

NAME	HOME	BUSINESS	MOBILE	
BOB	PRIVATE	555-444-3333	709-123-4567	MORE
MARY LAMB	709-133-2977	555-222-7777	709-890-1234	MORE
BAT MAN	555-666-0000	646-111-0000	646-555-6789	MORE
:	:	:	:	
:	:	:	:	
:	:	:	:	

FIG. 13

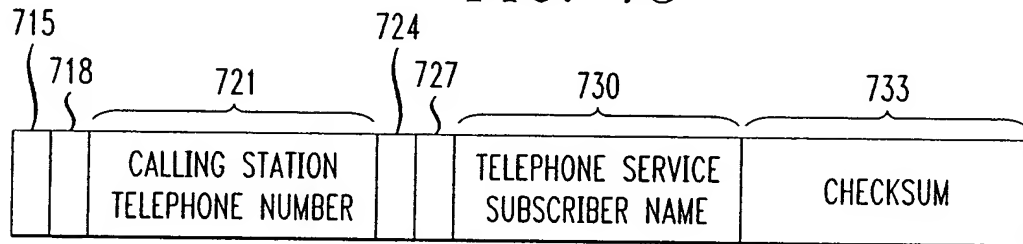


FIG. 14

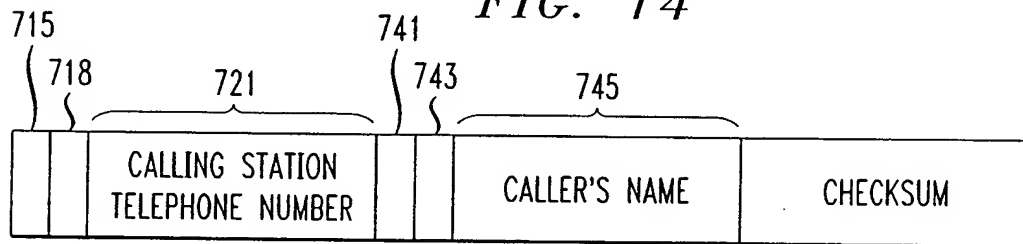


FIG. 15

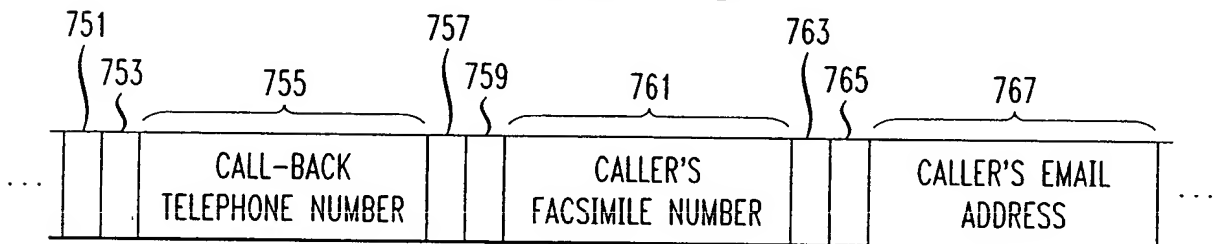


FIG. 16

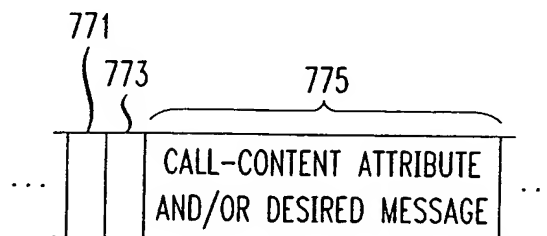


FIG. 17

780

EDA 4.6.3 (10:2.417)															
8:06 AM		0:00		MOBILE ID		DIALED		LAST DIALED		STATUS		RESTRICTIONS			
CALL CENTER: LAB				MAIN				ID-80794-C-0 D-00:00 H-0.0		L- Q- W- H- A- T					
SEARCH				HOME		RELOAD		BACK		FORWARD		file:/Program Files/eda4/html			
Name BOB				Company				City				Street			
State				Department				Listing Type							
Folder Name				Owner				View Appointments				Subscribers			
Company Calendar				Joe Smith				View Appointments				Subscribers			
Company Contacts				Joe Smith				View Contacts				Delete			
My Appointments				USER				Edit Appointments				Delete			
My Contacts				USER				Edit Contacts				Delete			
New Contacts Folder				New Appointments Folder											

782

785

FIG. 18

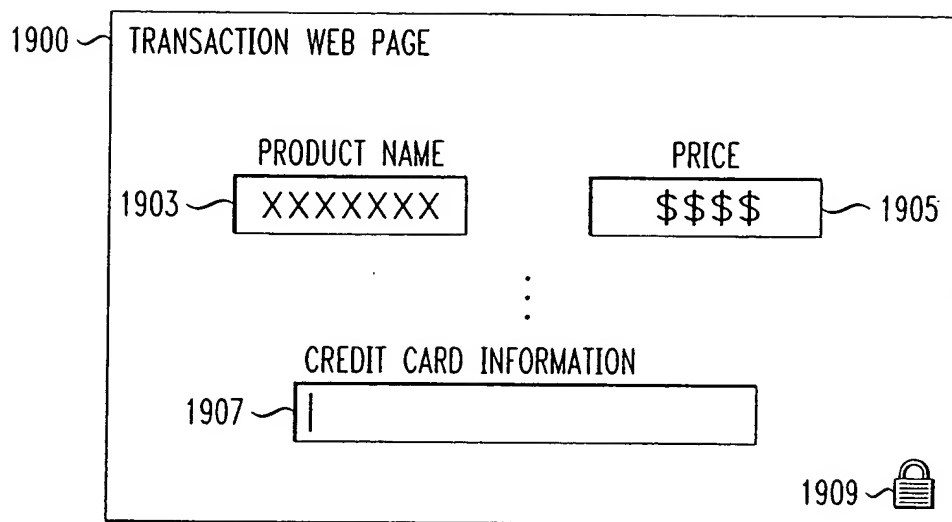


FIG. 19

803

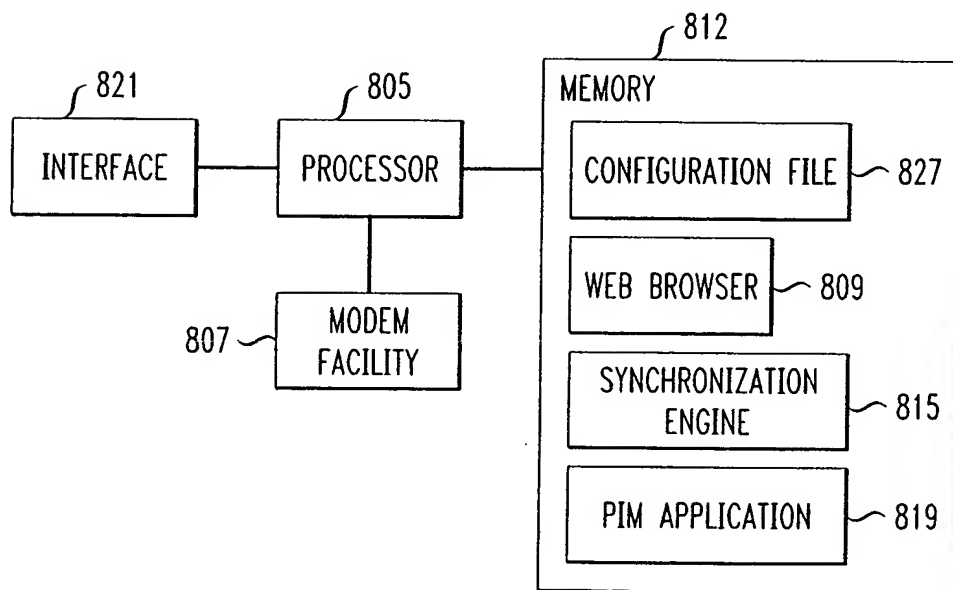


Fig. 21

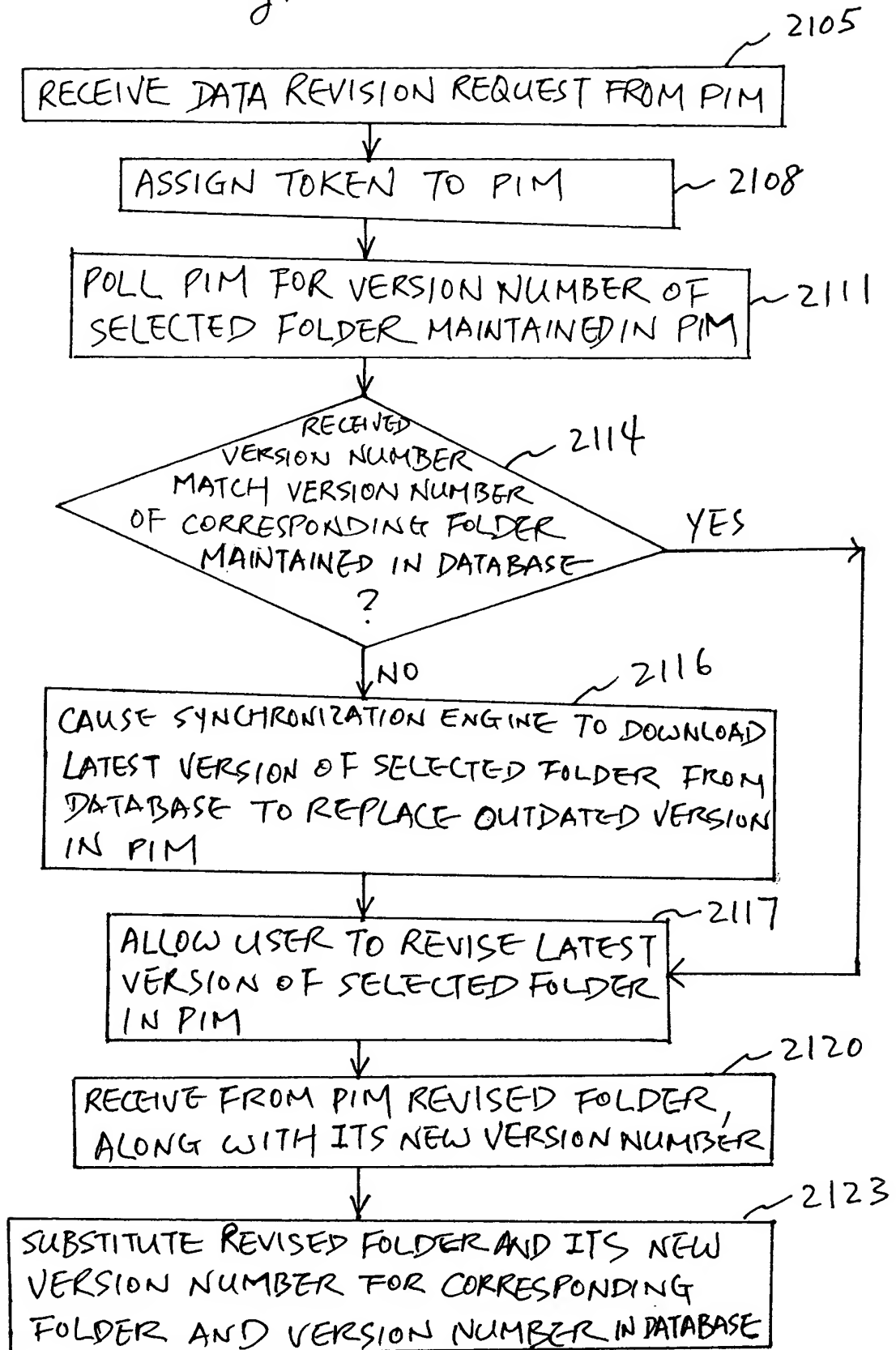


FIG. 20A

2203	FIRST NAME
2205	LAST NAME
2207	JOB TITLE
2209	COMPANY
2211	BUSINESS ADDRESS
2213	BUSINESS PHONE NUMBER
2215	MOBILE PHONE NUMBER
2217	HOME PHONE NUMBER
2219	E-MAIL ADDRESS
2221	WEB ADDRESS

FIG. 20B

2251	SUBJECT
2253	LOCATION
2255	ATTENDEES
2257	START TIME AND DATE
2259	END TIME AND DATE
2261	NOTE

Fig. 22

